COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

July 14, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair   Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:20	Provider Directory Demo MHSIP Reports	V. Joshi
III	9:20 – 9:45	EQRO Draft Report Change of Provider SA QI Project – Family Engagement	N. Kasarabada
IV	9:45 – 9:50	Clinical Quality Improvement ➢ OMD Report	C. Eisen/K. Lee
V	9:50 – 9:55	Cultural Competency Updates	S. Chang Ptasinski
VI	9:55 – 10:00	PRO	M. Hernandez
VII	10:00 – 10:10	Policy Update – Office of Compliance	R. Faveau
VIII	10:10 – 10:30	Referrals & SRTS	K. Scholton
		Announcements:	

Next Meeting.
August 11, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	Departmental Quality Improvement Council	Date:	July 14, 2014
Place	550 S. Vermont Ave., 10th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Alyssa Bray; Anahid Assatourian; Aprill Baker; Bertrand Levesque; Carol Eisen; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Elizabeth Owens; Emilia Ramos; Greg Tchakmakjian; Jessica Wilkins; Kimber Salvaggio; Kumar Menon; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Marylouise Barrosniska; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Randy Faveau; Sandra Chang-Ptasinski; Vandana Joshi; Yolanda Lewis		
Excused/Absent Members	Alan Lert; Ann Lee; Barbara Paradise; Doris Benosa; Elisabeth Gildemontes; Karen Lee; Leticia Ximenez; Pamela Inaba		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	N. Kasarabada
Review of Minutes	The June minutes were reviewed.	Minutes were reviewed and approved with the requested change.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Provider Directory Demo MHSIP Reports	Dr. Joshi presented on the roll-out of the new online Provider Directory (PD). This new online service will allow providers to keep their provider information updated real-time. Providers and SA Liaisons have three options to update the provider information. LMS, NOC and Provider Directory Mailbox. 1) SA Liaisons can log on to the Location Management System (LMS) site and make revisions. All changes received via the LMS site will be available in the Online PD webpage the following day. 2) Providers can also submit revisions via the Network of Care Site. All revisions received through the NOC site will be updated on a monthly basis to the online PD. 3) Any changes and updates to provider information can also be emailed to the Provider Directory mailbox. The DMH Online Provider Directory now has a Google translation feature that allows all the information on the webpage regarding Mental Health Services and provider's contact information to be translated into more than 100 different languages. This feature will increase access to multilingual and monolingual populations and serve the needs of diverse populations.	All revisions and updates received via the Provider Directory mailbox will be updated on a monthly basis to the online Provider Directory. SA QIC chairs & co-chairs requested the links to the provider directory updates. Dr. Joshi will be sending the links via email.	V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
EQRO Draft Report Change of Provider SA QI Project – Family Engagement	Dr. Kasarabada reported on the EQRO draft report. Dr. Kasarabada reviewed and identified pages relevant for SA QIC Chairs. The lack of a clear format to document monthly activities within both directly operated and contract provider clinics was also discussed. Dr. Kasarabada directed all SA QIC chairs/co-chairs to use the Departmental QIC minutes template to document QIC meeting discussions. She also highlighted the importance of separating QI & QA discussions.	All QIC chairs/co-chairs are required to use the Departmental QIC template for consistency as requested by EQRO. Ms. Gonzalez will forward an email with the minute's template to SA QIC chairs/co-chairs.	N. Kasarabada
Clinical Quality Improvement OMD Report	Dr. Eisen announced that there are seven revised LAC DMH Parameters posted on the website. 3.2 Use of Anti-Depressant Medications 3.3 Use of Antipsychotic Medications 3.4 Use of Anxiolytic Medications 3.5 Use of Mood-Stabilizing Medications 3.6 Use of Psychoactive Medications in Dual Diagnosis Clients 3.7 Parameters for General Health Monitoring 3.10 Use of Medication Assisted Treatment (MAT) in individuals with Co-Occurring Substance Use Disorders.	Parameters are now posted on the DMH Website.	C. Eisen
	Ms. O'Donnell announced that the LAC DMH Parameters for Clients at Risk for Danger to Others is in the process of being revised.	Once, this is final, it will be sent to the Office of Compliance.	M. O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency Committee (CCC)	Dr. Chang Ptasinski stated that four workgroups have been created for the CCC/UREP Leadership team. 1. The Data workgroup will focus on the Consumer Satisfaction Surveys and The Peer Survey administered by the Client Empowerment and Advocacy Division. 2. The Cultural Competency workgroup will create an online cultural competency toolkit and add cultural competency language to the RFS requirements. 3. The Community-Defined Evidence (CDE) workgroup will simplify the application for CDE practices and make it culturally relevant. The Health Neighborhood workgroup will look at the Place-Based Model and Community- Centered Model to determine if these are service-centered, include a network of formal and informal supports, and address the social determinants of health.	PSB-QID Cultural Competency staff will be attending the SA QIC meetings to discuss cultural competency related issues and questions.	S. Chang Ptasinski
PRO	Currently PRO is in the process of revising the Local MH Poster to state in all threshold languages that consumers have a right to free language assistance services and to culture specific providers. The section related to "Informing materials also available on alternative formats" will be removed from the bottom of the poster.	Local MH poster expected to be available before the end of the year.	M. Hernandez
Policy Update – Office of Compliance	Mr. Faveau from Compliance Office provided an update on policies and reviewed the handout.		R. Faveau

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Referrals & SRTS	Ms. Scholton presented a demo step by step on how to use the Service Request Tracking System (SRTS). The link to the instructional video was provided. The SRTS is an electronic application that allows for the tracking of referrals amongst different providers (both LEs and DOs). It has the same data elements as the SRL Service Request Log.	Ms. Scholton strongly recommended that agencies should start to use the SRTS; it allows to track referrals and appointments. Dr. Kasarabada highlighted the importance of the consistent use of the SRTS to track timeliness data.	K. Scholton
Announcements:	None		
Handouts:	➢ Policy Updates July 14, 2014		
Next Meeting:	August 11, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.